

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILCOX TO  
INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE

**OCA/USPS-T7-1.** Please refer to page 2 of your testimony. You state that you can now get your entire mailing completed in about half an hour. Please describe the steps you take during that half-hour to prepare and complete your transaction with the Postal Service.

**RESPONSE:**

I fill in my calendar dates using the "My Mailer" software program, select the mailing list, and forward these items to the post office.

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**OCA/USPS-T7-2.** How many months has it been that you have been mailing the Café calendar using the Mailing Online service?

**RESPONSE:**

I have been participating in the program since mid-March, about four and a half months.

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**OCA-T7-3.** You state at page 2 of your testimony that the Mailing Online service has "caused me to purge my mailing list of bad addresses."

- a. Does the Postal Service require you to purge your mailing list of bad addresses?
- b. How were you able to determine that some addresses were bad? Please explain.
- c. Wouldn't you have saved money by purging your mailing list of bad addresses even if you hadn't started using Mailing Online? Please explain.

**RESPONSE:**

- a. No.
- b. With Mailing Online, I used Postcards and First-Class Mail and the calendars with bad addresses were returned to me.
- c. I could not identify the bad addresses prior to using Mailing Online.

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**OCA/USPS-T7-4.** You also state at page 2 that you can have your lists cleaned as part of the Mailing Online program.

- a. Does the Postal Service "clean" your lists?
- b. If so, does the Postal Service charge a fee for cleaning lists. If a fee is charged, what is the fee?
- c. What does the Postal Service do to clean your lists, i.e. how have your lists been improved after the service has been provided?
- d. Can you obtain the "cleaning" service without participating in Mailing Online?

**RESPONSE:**

- a. I have been "cleaning" my own lists, although Mailing Online provides information useful for this purpose.
- b. It is my understanding that no separate fee relates to cleaning.
- c. I have not used the service yet.
- d. I do not know.

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**OCA/USPS-T7-5.** At page 3, you mention using e-mail more often.

- a. Do you transmit your calendar and mailing list to the Postal Service by means of e-mail?
- b. If so, do you *attach* the electronic files for the calendar and the mailing list to an e-mail message? Do you paste the electronic calendar information and electronic mailing list information into an e-mail message? Please explain.
- c. Have you found that there is any incompatibility in the software you use to generate the calendar and mailing list and the software used by the Postal Service to receive and produce your mail? Please explain.
- d. Do you upload electronic files for the calendar and the mailing lists to a Postal Service site on the Internet? Please explain.

**RESPONSE:**

- a. No, though Post Office Online.
- b. Not applicable
- c. As noted, when I first started with Mailing Online there was an incompatibility that I solved by switching from "My Calendar" software to "My Mailer" software.
- d. Yes, Post Office Online.

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**OCA/USPS-T7-6.** How did you learn to use Mailing Online?

- a. Did a Postal Service Representative come to your café to work with you?
- b. Did you have consultations over the telephone?
- c. Were you given written materials explaining how to use the service? If so, provide copies of any written explanatory materials.
- d. How long did it take you to become proficient in using Mailing Online?
- e. Please give a detailed explanation in responding to the five questions comprising this interrogatory.

**RESPONSE:**

The Postal Service conducted a seminar at which the basics of the program were explained.

- a. No.
- b. Yes.
- c. I was given a booklet at the seminar. I have only one copy, but I understand that the Postal Service will make one available to the Commission.
- d. It took me a little while to become proficient in using Mailing Online proficiently, primarily because I am not computer literate. However, I have friends and family who are good with computers and they were able to use the program fairly early on and have taught me. Now I can use the program without any trouble.
- e. See above.

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**OCA/USPS-T7-7.** You state at page 1 that prior to using Mailing Online, preparing your newsletter for mailing was about an 8-hour effort. Did you ever consider having an outside entity prepare the mailing so as to avoid the drain on your time? If you did, why did you rule out that alternative?

**RESPONSE:**

No, I never considered using an outside entity to prepare the calendar because many of the dates are not set until the last minute. If someone else were preparing the calendar, they would have needed the information far in advance of when it was available, or I would have had constant changes that would have driven up the cost of preparing the calendar. Using someone else was just not feasible.

# DECLARATION

I, Linda Wilcox, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

A handwritten signature in cursive script, appearing to read "Linda Wilcox", written over a horizontal line.

Dated: 8-7-98



## CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

Kenneth N. Hollies  
Kenneth N. Hollies

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